





DIRECTORATE GENERAL OF TRAINING

MICROFOCUS SERVICE MANAGER 9.60

DGT MIS Portal - Service Desk End User Guide

Version - 2.0

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Document Details

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Revision History

Version	Date of Revision	Description of Change	Reason for Change	Affected Sections	Approved By
1.0	28/06/2018	Final Draft	User Training	Helpdesk	Sunil Dubey
2.0	06/03/2019	Login Page SS updated	New GUI enhancements	End User and Helpdesk	Sunil Dubey

Affected Groups / Departments

DGET END USERS

SEVICEDESK TEAM

WIPRO SUPPORT TEAM

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1. Objective

This SOP's objective is to guide end user to how to log complaint in IT Service Desk. It also involves the process flow and guidelines to open Incident and Service Request from a complaint request.

<u>In Scope:</u> This User Guide is made to guide end users to log complaint in IT Service Desk. All new complaints / records will be created by IT Service Desk (MFSM).

<u>Out of Scope</u>: This User Guide does not involve tasks related to administrator like giving rights to the user, designing work flow etc.

2. Acronyms and Definitions

Acronym	Definition
	Micro Focus Service Manager is IT Service Management process based
MFSM	tool which is used to align IT deliverables as per business needs



Guide
s://help.ncvtmis.gov.in/sm/ess.do 🔟 🕁 🖆 🖒 🖻 …
WELCOME TO DGT - SERVICE DESK
Username Password
English V

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Use User name as your MIS Application Portal login ID Like NPIU_C2, AAA01001_A1 or provided by tool admin like jayant10

Password will be provided by tool admin and it has to be change after first login.

If you enter wrong password 5 times consecutively. Then your account will be locked for 10 mins. After 10 mins, It will be auto unlocked.

	WELCOME TO
कोशल बलम् Directorate General of Training	DGT - SERVICE DESK
Industrial Training Institute	jayant10
	English 🗸
Skill India कौशल भारत-कुशल भारत	LOGIN

Ministry of Skill Development And Entrepreneu

Click Login.

After successfully logging, Change Password page will appear for first time login users as shown below. **Fill new password and click on green check mark to save password.**

Password Policy:

Mini One Alpha character allowed Mini One Numeric character allowed Symbols allowed Prohibit space character Minimum password length - 8 Maximum password length - 30 Last 3 passwords can't be used to change new password.

DGT - SERVICE DESK			G	8
~	Change Password			
				🕸 🗘
	Please enter	the following password inf		
	User Name:	jayant10 🗸		
	New password:	×		
	Confirm new password:			
		_		
Please enter the	following password inf			
User Name:	jayant10 🗸	1		
New password:		•		
Confirm new password:	•••••			
In case, if your password doesr	't meet password policy t	hen you will get below page as	s error messa	ge.
For Internal circulation only – unauthorized dis	closure is against policy	Page 9 of 34		

DGT	MIS Portal	- Service De	Desk User Guide	
	«	Change Pa	Password	
			The password does not meet the minimum × length requirement of 8 Characters. Please try again.	
	Warning		×	
	The more	e password does r re messages.	s not meet the minimum length requirement. Check for	
		Confirm	rm new password:	

After successfully changing password, you will see below message box, click ok.

Inform	ation	×
i	jayant10's password has been changed	l. Please login with new password.
	ОК	I
	Confirm new password:	•••••

After changing password, your current session will be automatically logged out and jumps to login page. (As shown in below image)



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Please login with new password again.

DGT - SERVICE DESK				Q	8
**	Hi Jayant Gu	pta (jayant10)			
🔲 Menu					abs 🔽
Miscellaneous	Welcome		ortal - Service Desl	k	
Logout				N.	
User Manual					
	R	Register A Compl Get help when yo FAQs	aint ou are not able to resolve	e an issue using the	
	EQ.	Self Help / FAQs Browse the FAQs you.	s to find answers to prob	lems that are affect	ing
For Internal circulation only – unauthorized disclos	sure is against policy		Page 11 of 3	34	

(Circle no. 3) – Notification bell

When you login in MFSM, you will get one message on screen. It says about your last login when you logged in last time. If you click on this message, then you will get a message box as shown below:

	(0) New Message
i	25/06/18 18:23:10 Your last successful login was on 25/06/18 12:52:47
	Clear and Close Close

Below mentioned screen has number circles that is defined / clarified in next pages.

DGT - SERVICE DESK	
	Hi Jayant Gupta (jayant10)
Menu 6	
Main Menu 1 Submit a Complaint 5	Welcome To DGT MIS Portal - Service Desk
View Open Complaints 7	
FAQs 4	Get help when you are not able to resolve an issue using the
Find a Complaint 🧿	FAQs
Miscellaneous	Self Help / FAQs 4
Logout 11	Browse the FAQs to find answers to problems that are affecting you.
User Manual 12	
For Internal circulation only – unauthorized disclo	sure is against policy Page 12 of 34

(Circle no. 2) – Logged in User details

When you click on right hand corner profile option, you can view logged in user information.



(Circle no. 1) – Main Menu / Current Logged In User ID / Name

It's a one kind of dashboard, when you login, this will be first screen to cater our services.

Here you will see two buttons defined below. In next pages we will describe the function of both buttons.

- 1. Self Help / FAQs (Circle no. 4)
- 2. Register A Complaint (Circle no. 5)

(Circle no. 6) – Menu

This is menu, where you can find different options to use as per your requirement. Options given below.

- 1. Main Menu
- 2. Submit a Complaint
- 3. View Open Complaints
- 4. View Closed Complaints
- 5. FAQs
- 6. Find a Complaint
- 7. Change Password
- 8. Logout
- 9. User Manual

4. Submit a Request

(Circle no. 5) – Register A Complaint

Below is the detailed description of fields available in Service Desk / Interaction module.

- 1. **Complaint / Interaction ID** This is the Unique complaint ID which will get generated when you will open a new ticket
- 2. **Complaint Status** This is current status of respective complaint, initial status of complaint will always be "Open" and can be changed according to the progress.
- Submitted By / Primary Contact Person This is the person/Operator who is logging the complaint.
 Please put employee ID/ User ID and press enter or click ¹ (Fill) button.
- 4. Requested For / Service Recipient This is the user who is actually facing the issue. This field will be same as contact If same user is facing issue. If somebody is asking to log ticket for somebody, then Contact will be the logging person and Service Recipient will be the actual user. Please put employee ID/ User ID and press enter or click ^{III} (Fill) button.
- 5. **Urgency** How much time expecting to resolution of complaint or How it's urgent to resolve the complaint.
- 6. Title It's sort or brief description about the complaint.
- 7. **Description** This is detailed description about the complaint.

Submit a Complaint – This option is used to submit complaint. When you click on this button, below form will be open to provide your inputs and click on submit button.

A red asterisk (*) indicates required information.

Requested For (Complainant):	JAYANT10		
Submitted By: *	JAYANT10	er l	
Urgency: *		~	
Department: *		~	
Title *			

In below screen, You can attach any allowed files upto size of 5 MB by clicking Add Files button.

		_ ~ ~
Description *		_
	-	·
		-
	Maximum single attach	ment size is: 10240 KB
Add Files	Size (KB) Attached By Attached Da Dowr	B free / 51200 KB total
	Yundened by Andened ba Down	io Remove
Download X Pemove		
Submit Back Apply	Template	
ling the inputs :		
ontact Information		
quested For (Complainant):	JAYANT10	
	L	
bmitted By: *	JAYANT10	
gency: "	3 - Average 🗸 🗸 🗸	
partment: *		
partment: *		
partment: *		
partment: * tle * Test Ticket		
partment: * tle * Test Ticket scription *	AAA	
apartment: * tle * Test Ticket scription *		
epartment: * tile * Test Ticket escription * testing		
epartment: * tle * Test Ticket escription * testing		
epartment: * tle * Test Ticket escription * testing		
epartment: * itle * Test Ticket escription * testing		
epartment: * itle * Test Ticket escription * testing		
epartment: * tle * Test Ticket escription * testing		
epartment: * tle * Test Ticket escription * testing		
Pepartment: * Test Ticket Description * Testing		
Pepartment: * iitle * Test Ticket Description * testing		

Attaching a file / Add file :

		Choos	se File to Up	load					
€ ⊚ ▼ ↑ <mark>⊮</mark> «	New Volume (E:)	SC SMT	Р	~ C		Search SC SMTP			Q
Organize 🔻 🛛 New fold	er						•		\bigcirc
\rm bownloads 🛛 🦯	Name		•	1	Date	modified	Туре		
📃 Recent places	readme				24-08	3-2006 10:17	Text D	ocume	nt
_	S scsmtp				20-02	2-2013 13:38	Applic	ation	
🖳 This PC	scsmtp			1	24-08	3-2006 10:17	Config	uration	n sett
📄 Desktop	scsmtp			1	21-06	5-2018 18:30	Text D	ocume	nt
Documents									
Downloads	=								
Distures									
Videos									
Local Disk (C)									
New Volume (D)									
New Volume (E:)									
-			1						
File	name: scsmtp					All Files (*.*)			~
					<u>ا</u>	Open	0	ancel	
						-			н
		Add	Files						
		Add	Files File Name			Size (KB) At	tache	d By
play after attach	<u>ed :</u>	Add	Files File Name			Size (KB) At	tache	d By
<u>play after attach</u>	ed : 4 - Low	Add	Files File Name			Size (KB) At	tache	d By
play after attacho rgency: •	ed : 4 - Low	Add	Files File Name			Size (KB) At	tache	d By
play after attacher rgency: * ittle *	ed : 4 - Low	Add	Files File Name			Size (KB) At	tache	d By
play after attache rgency: * ittle * Test complaint escription *	ed : 4 - Low	Add	Files File Name			Size (KB) At	tache	d By
play after attacher rgency: * itte * Test complaint escription * testing	e <u>d :</u> 4 - Low	Add	Files File Name			Size (KB) At	tache	d By
play after attacher rgency: * itte * Test complaint escription * testing	ed : 4 - Low	Add	Files File Name			Size (KB) At	tache	d By
play after attach rgency: * itte * Test complaint escription * testing	e <u>d :</u> 4 - Low	Add	Files File Name			Size (KB) At	tache	d By
play after attache rgency: * ittle * Test complaint escription * testing	ed : 4 - Low	Add	Files			Size (KB) At	tache	d By
play after attache rgency: * itte * Test complaint escription * testing	ed : 4-Low	Add	Files			Size (KB) At	tache	d By
play after attacher rgency: * iitle * Test complaint escription * testing	ed : 4 - Low	Add	Files			Size (KB) At	tache	d By
play after attache rgency: * itle * Test complaint escription * testing	ed : 4 - Low	Add	Files	Maxi		Size (KB) At	tache	d By
play after attacher rgency: * iite * Test complaint escription * testing Add Files	ed : 4 - Low	Add	Files	Maxi	imum	Size (KB) At	Tacher KB tota	d By
play after attacher rgency: * ittle * Test complaint escription * testing Add Files File Name scsmtp.log	ed : 4 - Low	Add I	Files File Name	Maxi y Attach	imum ed D	Size (KB) At size is: 1 e / 51200 Remo	0240 Kl KB tota	d By
play after attacher rgency: * iite * Test complaint escription * testing Add Files File Name scsmtp.log	ed : 4 - Low 5	Add I	Files File Name	Maxi y Attach	imum ed D	Size (KB) At	0240 K KB tota	d By
play after attache rgency: * iitle * Test complaint escription * testing Add Files File Name scsmtp.log Uploaded	ed : 4-Low 5 2	Add	Files File Name	Maxi y Attach	imum eed D	Size (KB) At	0240 Kl KB tota	d By

After submit complaint, Notification message to notedown complaint number :

	(1) New Message	
	25/06/18 18:44:58	
	Email has been sent to lovnish.bhatnagar@wipro.com.	
	25/06/18 18:44:57	
	Interaction "SD10252" added.	
i	25/06/18 18:23:10	
	Your last successful login was on 25/06/18 12:52:47	
	Clear and Close Close]

When you click on <u>"Apply Template"</u> Button. You can choose your issue from below form. If your issue is generic or you are facing it very frequent then It will be catered from Template wherein, form inputs will get automatically filled.

Select Interact	Select the template	that should be applied to this in	teraction		
	Template	mar should be applied to mis in	ineraction.		
	Aadhar number	related			~
	Account Hackor				
	Activation link	4			
	Alroady Evicto	ata (Approprise /Establishment			- 1
	Antivirus undati	ana/ Apprennce/Establishmem			
	Annivirus updan	on stics (Establishes set			
	Apply for Appre	F			
	Apprentice AIT	l exam			
	Apprentice auth	entication			
	Apprentice NAC	certificate			
	Apprentice prof	ile and printouts			
	Apprentice Stat	us/Search			
	Apprentice/Esta	iblishment Edit profile			~
	1 to 42 of 42	< < 1 > >	Show	50 records per page	~
				Car	ncel
For Internal circulation only	unauthorized disclosure is	angingt policy	Pag	a 17 of 34	
ror mernal circulation only-	– unaumorizea aisciosure is	againsi poncy	ray		

After choosing Activation Link issue :

Contact Information

Requested For (Complainant):	JAYANT10	e"	
Submitted By: *	JAYANT10	er e	
Urgency: *	3 - Average	~	
Department: *	AAA		
Title *	L		
Activation link			
Description *			
Activation Link not sent email	id/Activation Link expir	ed	

After submitting any complaint, It will be assigned to Helpdesk team to primary support immediatley.

5. View Open Complaints

(Circle no. 7) – This option is used to view open complaints (Opened By you)

1. Screen from logged in user:

Interaction								
Request ID	۲	Date Opened	\$	Status	\$ Requested	\$ SLA Target Da 🖨	Title	\$
<u>SD10234</u>		06/06/18 02:0	8	Dispatched	JAYANT10		testing8	
SD10235		06/06/18 02:4	2	Categorize	JAYANT10		testing ess1	
SD10236		06/06/18 19:2	0	Dispatched	JAYANT10		Local Netwo	ork
<u>SD10237</u>		06/06/18 22:5	1	Categorize	JAYANT10		print	
SD10239		12/06/18 18:4	9	Dispatched	JAYANT10		print	
SD10240		12/06/18 21:5	0	Categorize	JAYANT10		testing tmz	
<u>SD10241</u>		13/06/18 21:5	4	Dispatched	JAYANT10		test sla	
SD10247		25/06/18 12:5	5	Categorize	JAYANT10		test inc	
SD10252		25/06/18 18:4	4	Categorize	LOVNISH11		Test compla	ii

Select any complaint. You can provide update or attach a file via click on Update button.

2. Screen from Requested For filled User:

View Open Request form for new complaint:

service requDetail		Contact Informat	ion
Complaint ID:	SD10252	Contact Name:	VAIBHAV2
Urgency:	4 - Low	Department:	Wipro/IMS
Complaint Status:	Categorize	Phone:	
Service Recipient:	LOVNISH11	E-mail:	jayant.gupta@wipro.com
Open Time:	25/06/18 18:44:56	Location:	Greater Noida
Test complaint			
Test complaint Description			
Test complaint Description testing			
Test complaint Description testing			~
Test complaint Description testing			~
Test complaint Description testing View Related Record	rds		~
Test complaint Description testing	r <u>ds</u>		~
Test complaint Description testing	rds		
Test complaint Description testing View Related Recor Resubmit Req	rds		
Test complaint Description testing Nesubmit Req Back	rds		
Test complaint Description testing Nesubmit Requests Back	rds		~
Test complaint Description testing Nesubmit Req Back	rds		
Test complaint Description testing New Related Recor Resubmit Req Back	rds		
Test complaint Description testing View Related Recor Resubmit Req Back	ds		
Test complaint Description testing New Related Recor Resubmit Req Back	ds		
Test complaint Description testing New Related Recor Resubmit Req Back	rds		

3. Screen from Requested By filled user:

View Open Request form for new complaint:

Interaction				
Request ID 💠 Date Ope	ened 🜲 Status 🗢 Re	equested 🗢 SLA	Target Da 🜲	Title 🜲
SD10246 20/06/18	8 11:56 Dispatched VA	AIBHAV2		test sla
SD10252 25/06/18	8 18:44 Categorize LC	VNISH11		Test complai
convice requiDatail		Contact Informati		
Complaint ID:	SD10252	Contact Name:	VAIBHAV2	
Urgency:	4 - Low	Department:	Wipro/IMS	
Complaint Status:	Categorize	Phone:		
Service Recipient:	LOVNISH11	E-mail:	jayant.gupta	@wipro.com
Open Time:	25/06/18 18:44:56	Location:	Greater Noid	а
Test complaint				
Description				
testing				
View Related Record	<u>ls</u>			
Resubmit Requ				
Update Bac	ck			
lect any complaint. Yo	ou can provide update or	attach a file via d	click on Upd	late button.
Internal circulation only – unau	thorized disclosure is against policy		F	Page 21 of 34

Interaction: SD10252 Output to the social prime in t	DGT MIS Portal - Se	ervice Desk Us	er Guide				
<pre>theraction: SD10252 Vigency:</pre>							
Lampiant IX: Updency: Indefined: Indefined: <td>Interaction: SD10252</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Interaction: SD10252						
Comparer UP Urgence: Update Description* Update	,					<u>ه</u> ه ا	
Ugency: 4_bow where the state of the state	Complaint ID:	SD10252					
Update Description* updating ticket Maximum sigle stachment size is 0240 kits Size G Exit Interaction: SD10252 Interaction: record updated. XuckRux	Urgency:	4 - Low	~				
updating ficket Maximum single strachment size is 0240 kts Add Files Is 199 kts Size & Exit Size (KB) Attached By Attached Da. Download Remove Size & Exit Back Close Request Is 199 kts Meteraction: SD10252 Interaction record updated. Workflow X	Update Description *						
Interaction: SD10252	updating ticket					~	
Interaction: SD10252							
Matter Size (KB) Attached By Attached By <td></td> <td></td> <td></td> <td></td> <td></td> <td><u>_</u></td> <td></td>						<u>_</u>	
Add Files Size 0KB Attached By Attached By <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>							
Interaction: SD10252 Interaction: Record updated. Xorthow Entraction: SD10252 Interaction: record updated. Xorthow	Add Eiloc		ſ	Maximum sing	le attachment :	size is: 10240 KB	
ssmtplag 2 jayant10 25/06/13	File Name	Size (K	B) Attached By	Attached Da	Downlo	Remove	
Interaction: SD10252	scsmtp.log	2	jayant10	25/06/18		×	
Download X Remove Sive & Exit Back Close Request Interaction: SD10252 Interaction: record updated. Workflow The P2 of 24 field			,,	10:44:50			
Save & Exit Back Close Request Message after update complaint: Interaction: SD10252 Interaction record updated. Workflow	Download X	Remove					
Save & Exit Back Close Request Message after update complaint: Interaction: SD10252 Image: Interaction record updated. X Workflow X							
Save & Exit Back Close Request							
Interaction: SD10252	Save & Exit Back	Close Request					
Interaction: SD10252 Interaction record updated. Workflow	Massaga after undate a	omplaint					
Interaction: SD10252 Interaction record updated. Workflow	wessage after update o	complaint:					
Interaction record updated.	Interaction: CD10252						
Workflow	Interaction: SD10232						
Workflow							
		Interaction record u	pdated.			×	
	Workflow						
Eachdanad incluing the constraint in the Page 22 of 24							
					D	22 of 24	

History section will be di			
	splayed with y	our updates:	
SD10252	Contact Name:	VAIBHAV2	
4 - Low	Department:	Wipro/IMS	
Categorize	Phone:		
LOVNISH11	E-mail:	jayant.gupta@wipro.com	
25/06/18 18:44:56	Location:	Greater Noida	
		Q	
GOV (vaibhav2):		\$	
	SD10252 4 - Low Categorize LOVNISH11 25/06/18 18:44:56 GOV (vaibhav2):	SD10252 Contact Name: 4 - Low Department: Categorize Phone: LOVNISH11 E-mail: 25/06/18 18:44:56 Location:	SD10252 Contact Name: VAIBHAV2 4 - Low Department: Wipro/IMS Categorize Phone: Image: Contact Name: Image: Contact Name: LOVNISH11 E-mail: jayant.gupta@wipro.com Image: Contact Name: Image: Contact Name: 25/06/18 18:44:56 Location: Greater Noida Image: Contact Name: Image: Contact Name

6. View Closed Complaints

(Circle no. 8) – This option is used to view closed complaints. Complaint status will be closed here.

II ID 🔺					
	Date Closed	Description	Status	Call Type	Date Opened
11599	10/30/16 15:30:03	Testing for user module	Closed	Fault	10/20/16 19:14:5
11601	10/23/16 21:42:27	raised test ticket 2 to check user module performance	Closed	Fault	10/20/16 21:04:0
011602	10/23/16 22:22:27	Test ticket3 to check resolution reopen and feedback submission	Closed	Fault	10/20/16 21:55:4
u can'	t edit or update	anything in closed status			
equest SD1	1599				
Request D	etail		Contact Inform	ation	
Interaction	D:	0044500	Contact Name		TECTIATA
Urgenov		5011049	Department		TESTUALT
Orgency.		2	Department:		
Status:		Closed	Phone:		9466668008
Open Time:		10/20/16 19:14:51	Extension:		
Close Time:		10/30/16 15:30:03	E-mail:		bhupinder.mehta-tp@aircel.co
Service Red	pipient:	TESTUAT1	Location:		GURGAON
Call Type		Fault	Floor:		
10/20/16	21:31:56 IST (linker): icident IM11509 has been upda	ted.			
Related Ir Test com	pletd check the user with status	supdate			
Related In Test com	pletd check the user with status	upoate			
Related Ir Test comp Resolution Auto Clos	pletd check the user with status ure after 72 Hrs	s uproate			
Related Ir Test com Auto Clos	ver after 72 Hrs	s uproate			
Related Ir Test com Auto Clos	ure after 72 Hrs ted Records	on is there open same type of con	nplaint as	new.	
Related Ir Test com Auto Clos	ure after 72 Hrs Hed Records t Request butto	on is there open same type of con	nplaint as	new.	
Related Ir Test com Auto Clos	ure after 72 Hrs ted Records t Request butto	on is there open same type of con	nplaint as	new.	
Related Ir Test com Auto Clos	ure after 72 Hrs ted Records t Request butto	on is there open same type of con	nplaint as	new.	
Related Ir Test com Auto Clos	ure after 72 Hrs ted Records	on is there open same type of con	nplaint as	new.	
Related Ir Test com Auto Clos	ure after 72 Hrs ted Records	on is there open same type of con	nplaint as	new.	

DGT MIS Portal - Service Desk User Guide	
7. FAQs	
(Circle no. 4) – Self Help / FAQs:	
Before raising complaint in ITSD, User should search related knowledgebase field. If user finds any relevant solution for complaint else user can register complaint for more help.	d issue or request keywords in below search their issue, then user don't need to register
Search Knowledge Records	abg
Search Knowledgebase	Search In
Se Adva	anced
Open	Request
Result after search without any keyword type:	
Search Knowledgebase	Search In
1	Search V Knowledge Library
Search within results	Advanced Open Request
Sort by multiple fields Modified Date Status Relevancy	
200 documents found. 200 documents searched.	
Affirmative Action and Equal Employment Opportunity Affirmative Action and Equal Employment Opportunity Affirmative Action and Equal Employment Opportunity F employees Definitions: "Disabilities" is used according to its definition i Knowledgebase: Knowledge_Library Status: internal Relevancy: 1.0	Policy no. I-1 Effective date: 01/01/2005 Scope: faculty, staff an
Employment of the Disabled and Vietnam Vets Employment of the Disabled and Vietnam Vets Employment of the Disabled: The university's Affirmative Action qualified persons with a disability. Persons who would like to participate i Knowledgebase: Knowledge_Library Status: internal Relevancy: 1.0	n program encourages the employment and advancement in em
PBX Phones PBX Phones What is a PBX? The term PBX spawns from the original term PABX, which is an acronym for Privat resides inside the enterprise and is used for its internal employe Knowledgebase: Knowledge_Library Status: internal Relevancy: 1.0	te Automatic Branch Exchange. Essentially a PBX is a private tele
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8. Find a Complaint

(Circle no. 9) -

This option is used to search any complaint accroding to different type of filter applied.

Open Status means like Assign, In Progress, Dispatched, Pending customer, Categorize, Resolved etc.

Search				
			abg 📻	-
Enter optional search criteria:			V 'U	
Request ID:				
Status:	Open	× 🗸		
Open date between:	Open Closed			>
Close date between:	Both	By and		2
Expected Resolution between:		nd 😰	Letter and the second s	>
Submitted by:		ſ		
Requested for:		er e		
Contact:		ſ		
Area of concern:				
Cancel Search	Clear	Restore		

Search by Status or Request ID or any filter for which you know details.

						1
Enter optional search criteria:						•
Request ID:	10252	2				
Status:	Open			~		
Open date between:			∎® a	and		l 😰
Close date between:			∎® a	and		₽
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Submitted by:				1		
Requested for:				ø		
Contact:				ø		
Area of concern:						
Cancel S	earch	Clear	Restore			
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Interaction: SD10252			Contact Inform	ation		
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History				
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scsmtp.log	Size (KB)	Attached By jayant10	Attached D 25/06/18 18:44:56	Downlo
Download				
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Withdrawal	J			
View Related Records				
esubmit Reque				
Update Back				
Internal circulation only – unauthorized disclosure is against policy			Page 28	8 of 34

When user click on "View related records" link, then it will display related incidents or changes in below table.

Interaction: SD1025	2
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Related Incidents

ID	Status	Description	Q

Related Changes

ID	Status	Expected Completion Date	Description	Ð
I			I	

ab

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9. Change Password	
(Circle no. 10) – If user wants to cl open to fill and save.	hange existing password, then by click on this option, below input field will
Change Password	
Please enter the	following password information.
User Name:	jayant10
Old password:	
New password:	
Confirm new password:	

For Internal circulation only – unauthorized disclosure is against policy

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10. My Approvals

This option is given to limited users who are the part of any approver group. Other user can't see this option.

If any request / change is pending for your approval. Then same will be appear automatically here.

You need to select particular ticket with check mark and Click on Approve button. Given record will be approved and disappear from this list.

val List			
Record	Approval	Requestor	As Delegate?

DGT MIS	Portal	- Service	Desk	User	Guide
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11. Logout

(**Circle no. 11)** – When user is inactive or away from MFSM portal for next 5 mins, then User will get below message for coming 5 mins to prior intimation of session expire. After 10 mins, session will automatically disconnect.

User can resume session at any time before session logout.

hen session will logout automatically. T	inutes Then below page will be displayed.
	WELCOME TO
Directorate General of Training	DGT - SERVICE DESK You have been logged out due to session timeout.
Industrial Training Institute	Username
	Password
	English 🗸
Skiii India कौशल भारत-कुशल भारत	LOGIN
linistry of Skill Development And Entrep	preneu

DGT MIS Portal - Service Desk User Guide				
When user click on logout button, below window will appear:				
Logout Successful				
Login again				
Note:				
Allowed file extensions to attach in any ticket given below:				
txt,log,pdf,rar,zip,jpg,png,gif,htm,html,xls,xlsx,doc,docx,DOCX,msg				
Maximum File size to attach: 5 MB				

12. Escalation Matrix

Issue Details	Level	Name	Contact No	Email Id
Case 1 – Facing any kind of challenge to get response on complaint	L1	Anurag Verma	9599489380	anurag.verma1@wipro.com
Case 1 – Facing any kind of challenge to get response on complaint	L2 / L3	Sanjay Paul	8860086466	sanjay.paul@wipro.com
Case 2 – Unable to open / register complaint in IT Service Desk	L1	Service Desk	0120- 4405016/17/18	ncvtmis-msde@gov.in
Case 2 – Unable to open / register complaint in IT Service Desk	L2 / L3	Sanjay Paul	8860086466	sanjay.paul@wipro.com